



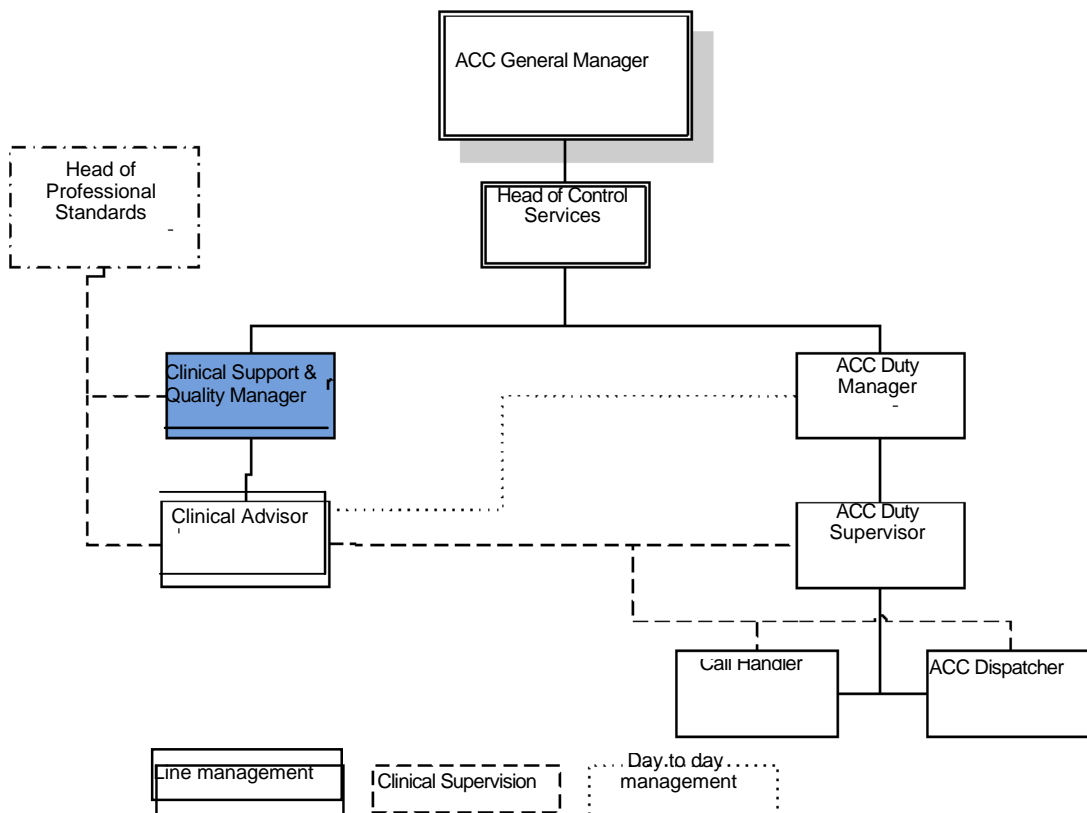
JOB DESCRIPTION

Job Title:	ACC Clinical Advisor
Reporting To:	Clinical Support & Quality Manager
Department(s)/Location:	Ambulance Control Centre
Job Reference number:	MLPR407

1. JOB PURPOSE

- To act as an autonomous practitioner providing a comprehensive telephone triage and clinical assessment service to patients and/or their carers/relatives resulting in a safe and appropriate clinical decision.
- To facilitate the provision of accurate healthcare information, self-care/health improvement advice or, where applicable, referral to the appropriate level and location of care, in order to meet the holistic and therapeutic requirements of the patient/carer.
- To support and give advice to frontline operational crews in their decision making.
- To support the dispatch process, ensuring appropriate resource deployment.
- To provide clinical leadership within the ACC.

2. ORGANISATIONAL POSITION



3. DIMENSIONS

The Clinical Advisor will:

- Work autonomously within the Ambulance Control Centre (ACC) team consisting of Clinical Supervisor, Clinical Advisors, Call Handlers, Duty Manager, Duty Supervisor and Dispatchers. The composition of this team will vary from shift to shift and Clinical Advisors must be able to communicate effectively and professionally with all staff members.
- Will deal with calls of a very diverse nature covering all clinical aspects and issues, from an infinite variety of callers, whose cultural, social and emotional diversities require to be acknowledged and taken into consideration during the consultation.
- Will provide support to frontline operational staff for clinical decision making regarding treatment, transport options and referral/care pathways.
- Will be required to use a multi skilled approach. Whilst using the available technology and resources, the Clinical Advisor will use effective listening and communication skills in order to make clinical decisions, create records and refer to clinical reference literature during the consultation period.
- Must be able to retrieve and use information regarding healthcare provision in the patient's locality, allowing appropriate care to be accessed where necessary.

4 MAIN DUTIES/RESPONSIBILITIES

- In compliance with the nursing or paramedic regulatory body (Nursing Midwifery Council – NMC or Health Professions Council - HPC) Codes of Conduct and Practice, and within ethical, legislative and organisational frameworks, the Clinical Advisor will work as an autonomous clinical practitioner, ensuring the privacy of the patient's interests and wellbeing at all times, including patient confidentiality.
- The Clinical Advisor is the first clinical point of contact to access health care in the emergency setting. The Clinical Advisor will identify and respond timeously to callers' needs which may be Immediately Life Threatening (ILT), time critical or urgent and provide pre-arrival telephone instructions and recommend the appropriate level and type of response.
- Will provide a professional to professional support line for frontline operational staff for clinical decision making regarding treatment, transport options and referral/care pathways.
- To assist Dispatch with interpreting clinical diagnoses in order to provide an appropriate level of response.
- To assist Dispatch with the prioritisation of calls when multiple calls of the same priority exist or identify those calls that present a risk to patient safety.
- To support Dispatch to ensure the nearest appropriate resource is dispatched.
- To ensure extended telephone triage for those patients referred by another healthcare professional for urgent care where the timescale is unlikely to be or has not been met.
- Patient triage and assessment is conducted by telephone, this being the only source of patient contact, and with all information regarding the patient being gathered in this way. Clinical Advisors are required to use their clinical knowledge and expertise in conjunction with listening, questioning and probing skills in order to interpret the information obtained.
- During the telephone consultation, the Clinical Advisor will synthesise and analyse all relevant information to come to a differential diagnosis and/or negotiated clinically safe decision with specialist health improvement advice and appropriate referral to both internal and external resources following agreed processes.
- During/following the completion of the call the Clinical Advisor must document the call on the Command and Control system software, giving an accurate and concise clinical summary that outlines reasons for call, decisions reached, relevant patient history and onward transmission/transportation agreed, with timescale given to the patient.
- The Clinical Advisor, having decided that the level of healthcare required (e.g. referral to NHS24 or self care advice) will negotiate and empower the caller with appropriate and relevant advice, advising the caller to contact the SAS again should their condition deteriorate.
- Where referral on to local healthcare services or NHS 24 is necessary, the Clinical Advisor will make arrangements for the appropriate service e.g. falls referral, home visit (by appropriate professional), by transferring the information received to the relevant service via the appropriate transfer system. Where these calls are rejected by the local healthcare service or NHS 24, the Clinical Advisor will be responsible for ensuring the appropriate alternative response and/or advice.

Manage patient safety associated with health board capacity and escalation plans.

- Co-ordinate and support clinical decision making for incidents requiring specialist resources, e.g. major trauma, SORT, retrieval teams, Airwing.
- Ensure productivity levels for clinical support are high by proactively seeking out suitable calls for extended telephone triage.
- To work closely with the Duty Manager to ensure the overall delivery of SAS HEAT targets and Key Performance Indicators, including reducing hospital admissions.
- Implement necessary actions during increased levels of escalation as per REAP plan.
- The Clinical Advisor will be expected to act as a First Responder to incidents within the ACC building. This will be carried out to the level of competence and scope of practice, e.g. Paramedic – Advanced Life Support procedures.
- The Clinical Advisor will be expected to maintain collaborative, inter-professional links with colleagues, external healthcare professionals and other agencies.
- Reflect on and contribute to feedback from Partner organisations, and, using this as a research and development indicator, identify areas for Continual Professional / Personal Development (CPD).
- The Clinical Advisors involvement in lifelong learning will be integral to maintaining and developing practice, utilising CPD, self directed learning, reflective practice, coaching, clinical supervision and performance management in the interests and needs of self and the service.
- The Clinical Advisor will share specialist clinical knowledge with colleagues and be involved in the delivery of ongoing training, education and support of colleagues, e.g. as mentor or coach.
- Participate in quality improvement through ongoing involvement in Clinical Audit and Call/Dispatch Review.
- Maintain own clinical skills by continued CPD and operational clinical work.
- Being responsible for the effective implementation and monitoring of Health and Safety and Risk, and taking account of existing preventative and precautionary measures, the job holder shall ensure adequate risk assessments are carried out which consider all groups of employees or any others likely to be effected. This will include identifying workers who might be at particular risk and addressing what actually happens in the work place.
- Ensuring that all staff are aware, through induction, instruction and training, of their responsibilities for compliance with safe working practices, service Health and Safety and Risk policy and current legislation.

Induction Standards and Code of Conduct

Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are attached (further copies can be obtained on-line at: www.workinginhealth.com/standards/healthcaresupportworkers or from your Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be breach of an essential term of your contract, allowing us to terminate with or without notice.

5 SYSTEMS AND EQUIPMENT

The Clinical Advisor must be able to -

- Maintain accurate computerised consultation records using the Command and Control software systems.
- A high level of efficiency in the telephone triage software systems.
- Retrieve data, generate reports and use word processing/spreadsheets to provide statistical information.
- Use complex telephony systems to handle calls and must be able to operate these systems skilfully to ensure the ‘patient journey’ is smooth.
- Access clinical referencing sources to obtain information for a patient, caller or ambulance staff.
- Maintain a high level of efficiency in the use of the integrated radio communications system.
- Use the above systems simultaneously during the consultation with the patient and must have the ability to operate the systems while assessing the patient needs.
- Implement business continuity process during any systems failure procedures when required.
- Actively participate in identifying and reporting Health and Safety risk issues.
- Access and make effective use of the language systems required for people with language or communication barriers e.g. Language Line, Text Talk.
- Safe and effective use of the First Responder equipment, e.g. defibrillator.

6 DECISIONS AND JUDGEMENTS

The Clinical Advisor:

- Is required to work autonomously, reaching clinically appropriate decisions based on information received and the use of their knowledge and experience. Support and assistance is available

remotely and may be requested entirely at the discretion of the Clinical Advisor if deemed necessary.

- Is ultimately responsible, and therefore accountable, for their decisions made relating directly to patient care requirements, following telephone triage/clinical consultation and assessment.
- Will identify calls for extended telephone triage or support and critically evaluates the need for and recommends the appropriate ambulance response, based on availability, location and timeframes.
- Will, from the information received via the telephone from the patient, assess patient needs using their analytical and clinical skills, and reach a safe and effective decision regarding the appropriate level of care required. In some cases, this information will be restricted and the decision must be based on minimal information from the caller.
- Will give current evidence based advice to other ACC and operational staff to support their decision making and ensure patient safety.
- Must, where the caller is hostile or in an emotive or uncooperative state, and refusing to comply with advice which the Clinical Advisor believes to be crucial to the patient's health/wellbeing, be aware of current procedures/responsibilities relating to his/her Duty of Care.
- Will make a clinical decision using evidence based practice, then decide on the appropriate level of care and obtain the agreement of the patient to act on healthcare advice given or to access the appropriate level of care.
- Will act as the patients' advocate during the consultation process, identifying potential risk factors for patients', their carers and others e.g. potential violent situations, child protection issues or mental welfare issues. Identified risk factors will be referred to the appropriate service through agreed SAS procedures.

7. COMMUNICATIONS AND RELATIONSHIPS

In order to successfully achieve a smooth patient journey with the safe and desired outcome, the Clinical Advisor will -

- Communicate with patients; making clinical decisions from information given and obtaining agreement from the patient on the level of care.
- Communicate effectively and sensitively with other healthcare professionals, ACC, operational staff and managers.
- Facilitate and ensure patient understanding of advice/disposition prior to conclusion of the telephone consultation.
- Identify the requirement for additional resources to supplement advice given which will be required by the patient e.g. referral to NHS 24 for further verbal/written information.
- Share specialist clinical knowledge with colleagues and be involved in the delivery of ongoing training, education and support of colleagues e.g. as mentor or coach.

Deal professionally and sensitively with highly personal, delicate, confidential and sometimes complex issues such as Bereavement, Child protection issues, and mental health calls.

- Control and de-escalate situations which might prevent a safe and effective consultation such as the aggressive patient.
- Deal with other barriers to effective communication such as sensory impairment.
- Facilitate the consultation process utilising a high level of expertise, using appropriate interpersonal skills demonstrating empathy and understanding.
- Participate in regular, formal and informal communications with team members and other services e.g.
 - Internal – Medical and Service Delivery Directorates
 - External – NHS 24, Falls Services, Medical Teams

8 PHYSICAL DEMANDS OF THE JOB

- The Clinical Advisor is required to use a VDU and wear a telephone headset for the whole of their shift and is restricted to their personal workspace for most of the shift.
- Intense concentration is required for the majority of the shift while dealing with patient triage and consultations. The diversity of calls means that the Clinical Advisor has no prior knowledge of the nature of the call before it arrives.
- Given the diversity and complexity of patient needs, sustained analytical and critical thinking skills are required during all stages of the telephone consultation period.
- The Clinical Advisor regularly has to deal with abusive and aggressive callers.

9 MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The Clinical Advisor is required to:

- Work as an autonomous practitioner, with the freedom to make clinical decisions based wholly on their experience, knowledge and analytical skills used during the telephone consultation process with any patient or member of staff.
- Handle very high call volumes varying in clinical diversity, frequently moving from one call to the next with virtually no gap between them using high levels of concentration for long periods of time with minimal warning of the nature of the call. Due to the high call volumes at times, the Clinical Advisor may feel isolated, when all colleagues are occupied, and interaction with others is limited.
- Frequent exposure to highly distressing or emotional circumstances and managing these remotely.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- RGN qualified or Paramedic.
- Minimum of 4 years post registration experience, preferably within an ambulance, acute or primary care setting.
- Evidence of well developed critical decision making skills.
- Evidence of excellent communication and interpersonal skills.
- Experience of unscheduled care and the wider NHS would be an advantage.
- Educated to or working towards degree level or equivalent is essential.
- IT skills must be acquired/developed during the in-house training period to allow a clear understanding and skilled use of the functionality of the specialised software systems.
- Successful completion of the core induction programme and attainment of specified competencies is essential.

11. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:



ACC CLINICAL ADVISOR - PERSON SPECIFICATION

	Specification	Essential	Desirable
1.	Physical Health and Appearance	<ul style="list-style-type: none"> • Good health and medically fit • No medical conditions restricting the use of VDUs • Good attendance record • Smart appearance 	
2.	Qualifications	<ul style="list-style-type: none"> • Registered Nurse or Paramedic • Able to commit to SCQF level 9 education as part of role 	<ul style="list-style-type: none"> • SCQF Level 9 qualification • Certificate in Management, or equivalent • Post Registration Clinical Qualification
3.	Knowledge and experience	<ul style="list-style-type: none"> • 4 years post registration experience • Currently working as a Health Care professional • Use of Information Communication Technology systems • Good understanding of the role of the emergency ambulance service • Typing skills > 30 wpm 	<ul style="list-style-type: none"> • Experience of effectively managing teams • Extended Telephone Triage experience
4.	Personal Skills	<ul style="list-style-type: none"> • Clear verbal and written communication skills • Commitment to continuous professional development • Critical thinking skills • Methodical and accurate approach to problem solving • Articulate and consistent in approach to work • Decision-making skills • Proven leadership skills 	<ul style="list-style-type: none"> • Proven ability to lead a team • Underpinning knowledge of the changing nature of ambulance targets • Understanding of Emergency dispatch procedures • Understanding of the role of Out of Hours Services and Patient Transport Services within the SAS • Understanding of the role of ACC

		<ul style="list-style-type: none"> • ability to work effectively as part of a team • Proven prioritising skills • Ability to mentor and develop staff • Ability to learn new systems and procedures quickly and effectively • Understanding of the role of A & E services • Determination and ability to meet targets • Ability to use own initiative 	<ul style="list-style-type: none"> • Effective delegation skills
5.	Personal Aptitudes	<ul style="list-style-type: none"> • Proactive, professional and positive attitude and approach • Prioritise and undertake numerous tasks simultaneously • Understanding data protection and Caldicott guidelines • Demonstrate self confidence and personal drive • Ability to balance all issues and remain neutral • Demonstrates flexibility adaptability and leadership in the face of change • Calm, pleasant and courteous manner • Innovative problem solver • Ability to regularly work under pressure 	
6.	Requirement to handle traumatic, emotional and distressing situations	<ul style="list-style-type: none"> • Empathy and compassion • The ability to manage and support others during times of crisis – most commonly during or following an emergency call 	<ul style="list-style-type: none"> • An understanding of how bereavement and stress affects individuals' behaviour
7.	Additional requirements	<ul style="list-style-type: none"> • Flexibility to work on a varied shift pattern 	